

## CLAIMS

What is claimed is:

1. A method, comprising:

providing portable patron units to patrons for use at a resort, wherein the portable patron units are mobile wireless devices having interactive display screens;

enabling patrons to order items, request services, and/or browse information associated with the resort via the portable patron units wirelessly;

providing portable staff units to staff members of the resort, wherein the portable staff units are mobile wireless devices having interactive display screens;

enabling staff members to view information about orders and/or requests made by the patrons via the portable staff units wirelessly; and

displaying locations of the portable patron units on the display screens of the portable staff units enabling staff members to locate portable patron units when delivering items and/or servicing requests.

2. The method as recited in Claim 1, further comprising offering at least one of interactive video games, music, movies, Internet access, voice and telephony access to patrons via the portable patron units.

3. The method as recited in Claim 1, further comprising routing orders and/or requests to appropriate fulfillment centers responsible for handling the orders and/or requests for the resort.

4. The method as recited in Claim 1, further comprising routing orders and/or requests to appropriate fulfillment centers responsible for handling the orders and/or requests for the resort and notifying particular portable staff units when specific orders and/or requests are ready for delivery from the appropriate fulfillment centers to the patrons.
5. The method as recited in Claim 1, further comprising enabling patrons to page staff members for immediate assistance via the portable patron units.
6. The method as recited in Claim 1, enabling patrons to request bills via the portable patron units.
7. The method as recited in Claim 1, displaying a status of open orders/requests on the portable staff units.
8. The method as recited in Claim 1, displaying on the portable staff units, actions performed by patrons using their portable patron units as the actions are being performed in real-time.
9. The method as recited in Claim 1, further comprising displaying food and beverage specials offered by the resort on the portable patron units.
10. The method as recited in Claim 1, further comprising displaying cross-sell and/or up-sell recommendations based on the items ordered and/or services requested by the patrons.

11. The method as recited in Claim 1, further comprising displaying advertisements on the portable patron units.

12. The method as recited in Claim 1, further comprising displaying advertisements appurtenant to the item ordered and/or service requested by the patrons on the portable patron units.

13. A system, comprising:

a portable patron unit provided to a particular patron for use in a resort, the portable patron unit configured to enable a patron to transmit an order for an item offered by the resort wirelessly and/or transmit a request for a service offered by the resort wirelessly;

a central unit, configured to receive the order and/or the request from the portable patron unit and route the order and/or the request to an appropriate fulfillment center associated with the resort to fulfill the order and/or request; and

a portable staff unit provided to a particular staff member of the resort, the portable staff unit configured to receive information about the order and/or the request wirelessly, and receive notification when the order and/or request is ready for delivery from the fulfillment center wirelessly.

14. The system as recited in Claim 13, wherein the portable staff unit is further configured to provide a location of the portable patron unit to enable the staff member find the portable patron unit to deliver the order and/or request directly to the patron.

15. The system as recited in Claim 13, wherein the portable patron unit is provided to the particular patron upon checking into the resort.
16. The system as recited in Claim 13, where in the portable patron unit is provided to the particular patron upon entering a particular public area of the resort.
17. The system as recited in Claim 13, wherein the portable patron unit is a handheld unit capable of being carried by the patron and/or a staff member of the resort.
18. The system as recited in Claim 13, wherein the portable patron unit is configured to display a food menu and a beverage menu.
19. The system as recited in Claim 13, wherein the portable patron unit is configured to display advertisements.
20. The system as recited in Claim 13, wherein the portable patron unit includes a means for paging a staff member of the resort for immediate assistance.
21. The system as recited in Claim 13, wherein the central unit is configured to notify the portable staff unit when the order and/or request is ready for delivery from the appropriate fulfillment center.

22. The system as recited in Claim 13, wherein the portable patron unit, the central unit, and the portable staff unit communicate wirelessly via a network that uses Wi-Fi (wireless fidelity) components.
23. The system as recited in Claim 13, wherein the central unit is configured to create a database including a history of orders and/or requests made by a patron.
24. The system as recited in Claim 13, wherein the central unit is configured to enable a user to construct menus for display on the portable patron unit.
25. The system as recited in Claim 13, wherein the central unit is configured to enable configuration of food and beverage menus, daily specials, and other information for display on the portable patron unit.
26. The system as recited in Claim 13, wherein the central unit is configured to enable a user to define a serving zone for the portable staff unit.
27. The system as recited in Claim 13, wherein the central unit is configured to generate a report on staff performance.
28. The system as recited in Claim 13, wherein the portable staff unit is configured to present details of the order and/or the request made by the patron.
29. The system as recited in Claim 13, wherein the portable staff unit is configured to present information about the patron.

30. The system as recited in Claim 13, wherein the portable staff unit is configured to present information about the patron including at least one of the following: displaying a name of the patron, displaying a room number of the patron, displaying a history of the patron, and displaying preferences of the patron.

31. The system as recited in Claim 13, wherein the portable staff unit is configured to enable the staff member to view activity performed by the patron as the activity is being performed in real-time on the portable patron unit.

32. The system as recited in Claim 13, wherein the portable staff unit is configured to enable the staff member to view activity performed by the patron as the activity is being performed in real-time on the portable patron unit including at least one of the following activities: ordering items; browsing information; and requesting services.

33. The system as recited in Claim 13, wherein the portable staff unit is configured to receive a notification of when the patron requests delivery of a bill associated with the order and/or request.

34. One or more computer-readable media comprising computer executable instructions that, when executed, direct a portable patron unit to:

- connect the portable patron unit to a wireless network;
- display information offered by a resort including at least one of the following: resort services, resort activities, a food menu and a beverage menu;
- display advertising and/or promotional messages;
- transmit a request for service of a staff member of the resort; and

transmit a request for delivery of a bill.

35. One or more computer-readable media as recited in Claim 34, further comprising computer executable instructions that, when executed, direct the portable patron unit to transmit a signal to enable other devices to determine a location of the portable patron unit.

36. One or more computer-readable media as recited in Claim 34, further comprising computer executable instructions that, when executed, direct the portable patron unit to display menus enabling a patron to order at least one of the following items: beverages, appetizers, food, quantities of an item ordered, condiments, side dishes, and desired preparation methods for food and/or beverages.

37. One or more computer-readable media as recited in Claim 34, further comprising computer executable instructions that, when executed, direct the portable patron unit to display one or more items previously ordered by a patron.

38. One or more computer-readable media as recited in Claim 34, further comprising computer executable instructions that, when executed, direct the portable patron unit to prompt the patron to provide security information before an order is accepted for processing.

39. One or more computer-readable media comprising computer executable instructions that, when executed, direct a portable patron unit to:

link the portable patron device to a network provided by a resort wirelessly;

display one or more menus enabling the patron to access information associated with the resort;

enable the patron to order an item and/or request a service from the one or more menus;

transmit the order and/or request to a central unit for processing; and

emit a wireless signal to the network to enable the network to locate the portable patron unit.

40. One or more computer-readable media as recited in Claim 39, further comprising computer executable instructions that, when executed, direct the portable patron unit to display an item previously ordered by the patron to enable the patron to reorder the previously ordered item.

41. One or more computer-readable media as recited in Claim 39, further comprising computer executable instructions that, when executed, direct the portable patron unit to display preference information of the patron, special needs/requests of the patron, and/or information associated with the patron from prior visits to the resort.

42. One or more computer-readable media as recited in Claim 39, further comprising computer executable instructions that, when executed, direct the portable patron unit to display real-time status information related to a pending order.



43. One or more computer-readable media as recited in Claim 39, further comprising computer executable instructions that, when executed, direct the portable patron unit to authenticate the patron before the order and/or service is fulfilled.

44. One or more computer-readable media as recited in Claim 39, further comprising computer executable instructions that, when executed, direct the portable patron unit to enable the patron to page a staff member of the resort for immediate assistance.

45. One or more computer-readable media as recited in Claim 39, further comprising computer executable instructions that, when executed, direct the portable patron unit to display messages to the patron using the portable patron unit.

46. One or more computer-readable media as recited in Claim 39, further comprising computer executable instructions that, when executed, direct the portable patron unit to display food and beverage specials offered by the resort.

47. One or more computer-readable media as recited in Claim 39, further comprising computer executable instructions that, when executed, direct the portable patron unit to display cross-sell and/or up-sell recommendations based on the item ordered and/or service requested by the patron.

48. One or more computer-readable media as recited in Claim 39, further comprising computer executable instructions that, when executed, direct a portable patron unit to display advertisements.

49. One or more computer-readable media as recited in Claim 39, further comprising computer executable instructions that, when executed, direct a portable patron unit to display advertisements appurtenant to the item ordered and/or service requested by the patron.

50. One or more computer-readable media comprising computer executable instructions that, when executed, direct a portable staff unit to:

- display notification of when an order is ready for delivery and delivery to a patron;

- display details of the order;

- display details about the patron, including at least one of the following: name of the patron, room number of patron, preference information of the patron, special needs/requests of the patron, and/or information associated with the patron from prior visits to the resort; and

- display a location of a portable patron unit used to place the order.

51. One or more computer-readable media as recited in Claim 50, further comprising computer executable instructions that, when executed, direct a portable staff unit to indicate whether an order has been delivered to the patron.

52. One or more computer-readable media as recited in Claim 50, further comprising computer executable instructions that, when executed, direct a portable staff unit to display an order assigned to particular staff member.

53. One or more computer-readable media as recited in Claim 50, further comprising computer executable instructions that, when executed, direct a

portable staff unit to display orders assigned to a particular zone of responsibility.

54. One or more computer-readable media as recited in Claim 50, further comprising computer executable instructions that, when executed, direct a portable staff unit to display patrons that are wirelessly logged onto a wireless network for the resort.

55. One or more computer-readable media as recited in Claim 50, further comprising computer executable instructions that, when executed, direct a portable staff unit to display real-time activity of the patron which is performed concurrently on a portable patron device.

56. One or more computer-readable media as recited in Claim 50, further comprising computer executable instructions that, when executed, direct a portable staff unit to display a notification/page that the patron is requesting immediate service.

57. One or more computer-readable media as recited in Claim 50, further comprising computer executable instructions that, when executed, direct a portable staff unit to display a notification/page that patron is requesting the patron's bill.

58. One or more computer-readable media as recited in Claim 50, further comprising computer executable instructions that, when executed, direct a portable staff unit to display messages received from resort management.

59. One or more computer-readable media comprising computer executable instructions that, when executed, direct a computer to:

communicate with portable patron units and portable staff units in a resort;

distribute content to the portable patron units and the portable staff units;

receive transaction information from the portable patron units and the portable staff units; and

process the transaction information from the portable patron units and the portable staff units.

60. One or more computer-readable media as recited in Claim 59, wherein the content includes menus for ordering items.

61. One or more computer-readable media as recited in Claim 59, wherein the content includes services offered by the resort.

62. One or more computer-readable media as recited in Claim 59, wherein the content includes advertisements.

63. One or more computer-readable media as recited in Claim 59, wherein the content includes a history of an item previously ordered by a particular patron.

64. One or more computer-readable media as recited in Claim 59, wherein the content includes preference information, special needs/requests, and/or information associated with a particular patron.

65. One or more computer-readable media as recited in Claim 59, wherein the content includes a status of open orders/requests.

66. One or more computer-readable media as recited in Claim 59, wherein the transaction information includes at least one of the following: ordering an item; requesting a service; requesting information associated with the resort; and requesting a bill.

67. One or more computer-readable media as recited in Claim 59, further comprising computer executable instructions that, when executed, direct a computer to communicate with a fulfillment center computer.

68. One or more computer-readable media as recited in Claim 59, further comprising computer executable instructions that, when executed, direct a computer to notify a portable staff unit when an order is ready for delivery from a fulfillment center.

69. A portable patron unit, comprising:

a display unit;

a user interface for display on the display unit, configured to enable a patron while in a public area of a resort to interactively order an item and/or request a service offered by the resort; and

a wireless communication unit, configured to wirelessly connect the portable patron unit to the network, the wireless communication port also configured to emit a signal to enable the network to pinpoint where in the public area the portable patron unit is located and so that a staff member of the

resort is able to deliver the item ordered and/or service requested directly to the patron based on the location of the portable patron unit.

70. The portable patron device as recited in Claim 69, wherein the portable patron unit is a dedicated device capable of being handheld and carried by the patron and/or a staff member, the portable patron unit provided to the patron upon checking into the resort or after the patron enters a particular public area of the resort.

71. The portable patron unit as recited in Claim 69, wherein the portable patron unit is configured to be secured to furniture used by the patron while in a particular public area of the resort.

72. The portable patron unit as recited in Claim 69, wherein the display device is large enough to enable a patron with myopia to read information displayed on the user interface without having to use corrective optical lenses.

73. The portable patron unit as recited in Claim 69, wherein the display device is touch-screen display device.

74. The portable patron unit as recited in Claim 69, further including packaging, configured to provide protection against the sun, suntan lotion, saltwater, chorine, sand, dirt, food, and/or drink.

75. The portable patron unit as recited in Claim 69, wherein the user interface is further configured to display an item previously ordered by the patron to enable the patron to reorder the previously ordered item.

76. The portable patron unit as recited in Claim 69, wherein the user interface is further configured to display preference information of the patron, special needs/requests of the patron, and/or information associated with the patron from prior visits to the resort.

77. The portable patron unit as recited in Claim 69, wherein the user interface is further configured to display real-time status information related to a pending order.

78. The portable patron unit as recited in Claim 69, wherein the user interface is further configured to authenticate the patron before the order and/or service is fulfilled.

79. The portable patron unit as recited in Claim 69, wherein the user interface includes a button to enable the patron to page a staff member of the resort for immediate assistance.

80. The portable patron unit as recited in Claim 69, wherein further comprising a button configured to activate a page mode for the portable patron unit to enable the patron to page a staff member of the resort for immediate assistance.

81. The portable patron unit as recited in Claim 69, wherein the user interface is further configured to display messages to the patron using the portable patron unit.

82. The portable patron unit as recited in Claim 69, wherein the user interface is further configured to display food and beverage specials offered by the resort.

83. The portable patron unit as recited in Claim 69, wherein the user interface is further configured to display cross-sell and/or up-sell recommendations based on the item ordered and/or service requested by the patron.

84. The portable patron unit as recited in Claim 69, wherein the user interface is further configured to display advertisements.

85. The portable patron unit as recited in Claim 69, wherein the user interface is further configured to display advertisements appurtenant to the item ordered and/or service requested by the patron.

86. A portable staff unit, comprising:

a display unit;

a user interface for display on the display unit, configured to enable a staff member to view details about a patron's order, a location of a portable patron unit used to make the patron's order, notification of when an order is ready for delivery and delivery to a patron, details about a patron, including at least one of the following: name of the patron; room number of patron; preference information of the patron; special needs/requests of the patron; and/or information associated with the patron from prior visits to the resort; and

a wireless communication unit, configured to wirelessly connect the portable staff unit to a network.



87. The portable staff unit as recited in Claim 86, wherein the user interface is further configured to indicate whether an order has been delivered to the patron.

88. The portable staff unit as recited in Claim 86, wherein the user interface is further configured to display information specifying a quantity of orders assigned to particular staff member.

89. The portable staff unit as recited in Claim 86, wherein the user interface is further configured to display information specifying a quantity of orders assigned to a particular zone of responsibility for the portable staff unit.

90. The portable staff unit as recited in Claim 86, wherein the user interface is further configured to display information specifying a quantity of patrons that are wirelessly logged onto a wireless network for the resort.

91. The portable staff unit as recited in Claim 86, wherein the user interface is further configured to display actions performed by patrons using their portable patron units as the actions are being performed by the patrons in real-time.

92. The portable staff unit as recited in Claim 86, wherein the user interface further configured to display information specifying when a notification/page is received from a patron requesting immediate service.

93. The portable staff unit as recited in Claim 86, wherein the user interface is further configured to display information specifying when a notification/page is received indicating when a patron has requested delivery of their bill.

94. A method for a portable patron device used in a resort, comprising:  
connecting the portable patron unit to a wireless network;  
displaying information offered by a resort including at least one of the following: resort services, resort activities, a food menu, and a beverage menu;  
displaying advertising and/or promotional messages;  
transmitting a request for service of a staff member of the resort; and  
transmitting a request for delivery of a bill.

95. The method as recited in Claim 94, further comprising enabling other devices to determine a location of the portable patron unit.

96. The method as recited in Claim 94, further comprising displaying menus that enable a patron to order at least one of the following items: beverages, appetizers, food, quantities of an item ordered, condiments, side dishes, and desired preparation methods for food and/or beverages.

97. The method as recited in Claim 94, further comprising displaying one or more items previously ordered by a patron to enable the patron to reorder the one or more items.

98. The method as recited in Claim 94, further comprising providing the portable patron device to a patron of the resort, and prompting the patron to provide security information before an order is accepted for processing.

99. A method for a portable patron device used in a resort, comprising:  
wirelessly linking the portable patron device to a network;  
displaying one or more menus enabling the patron to access information associated with the resort;  
enabling the patron to order an item and/or request a service from the one or more menus;  
transmitting the order and/or request to a central unit for processing; and  
emitting a signal to the network to enable the network to pinpoint where the portable patron unit is located so that a staff member of the resort is able to locate the portable patron unit when delivering an order and/or request.
100. The method as recited in Claim 99, further comprising displaying an item previously ordered by the patron to enable the patron to reorder the previously ordered item.
101. The method as recited in Claim 99, further comprising displaying preference information of the patron, special needs/requests of the patron, and/or information associated with the patron from prior visits to the resort.
102. The method as recited in Claim 99, further comprising displaying real-time status information related to a pending order.
103. The method as recited in Claim 99, further comprising authenticating the patron before the order and/or service is fulfilled.
104. The method as recited in Claim 99, further comprising enabling the patron to page a staff member of the resort.

105. The method as recited in Claim 99, further comprising displaying messages to the patron using the portable patron unit.

106. The method as recited in Claim 99, further comprising directing the portable patron unit to display food and beverage specials offered by the resort.

107. The method as recited in Claim 99, further comprising displaying cross-sell and/or up-sell recommendations based on the item ordered and/or service requested by the patron.

108. The method as recited in Claim 99, further comprising displaying advertisements.

109. The method as recited in Claim 99, further comprising displaying advertisements appurtenant to the item ordered and/or service requested by the patron.

110. A method for a portable staff unit used in a resort, comprising:

- displaying notification of when an order is ready for delivery and delivery to a patron;
- displaying details of the order;
- displaying details about the patron, including at least one of the following: name of the patron, room number of patron, preference information of the patron, special needs/requests of the patron, and/or information associated with the patron from prior visits to the resort; and
- displaying a location of a portable patron unit used to place the order.

111. The method as recited in Claim 110, further comprising indicating whether an order has been delivered to the patron.

112. The method as recited in Claim 110, further comprising displaying orders assigned to particular staff member.

113. The method as recited in Claim 110, further comprising displaying orders assigned to a particular zone of responsibility.

114. The method as recited in Claim 110, further comprising displaying a quantity of patrons actively logged onto a wireless network for the resort.

115. The method as recited in Claim 110, further comprising displaying actions performed by patrons using their portable patron units as the actions are being performed by the patrons in real-time.

116. The method as recited in Claim 110, further comprising displaying a notification/page from a patron requesting immediate service.

117. The method as recited in Claim 110, further comprising displaying a notification/page from a patron requesting delivery of their bill.

118. A method, comprising:

providing portable patron units to patrons for use in a stadium/arena, the portable patron units being wireless devices having interactive display screens;  
enabling patrons to wirelessly order items, request services, and/or browse information associated with the stadium/resort via the portable patron units;

providing portable staff units to staff members of the stadium/resort, the portable staff units being wireless devices having interactive display screens;

enabling staff members to view information about orders and/or requests made by the patrons via the portable staff units; and

providing locations of the portable patron units to enable the staff members to deliver the items ordered and/or services requested directly to the patrons.

119. A system, comprising:

a portable patron unit provided to a particular patron for use in a stadium/arena, the portable patron unit configured to enable a patron to wirelessly order an item and/or request a service offered by the stadium/arena;

a central unit, configured to receive the order and/or the request from the portable patron unit and route the order and/or the request to an appropriate fulfillment center associated with the stadium/arena to fulfill the order and/or request; and

a portable staff unit provided to a particular staff member of the stadium/arena, the portable staff unit configured to wirelessly receive information about the order and/or the request, and wirelessly receive notification when the order and/or request is ready for delivery from the fulfillment center.

120. One or more computer-readable media comprising computer executable instructions that, when executed, direct a portable staff unit to:

display notification of when an order is ready for delivery and delivery to a patron;

display details of the order;

display details about the patron, including at least one of the following:  
name of the patron, seat number of patron, preference information of the

patron, special needs/requests of the patron, and/or information associated with the patron from prior visits to a particular stadium/arena; and

display a location of a portable patron unit used to place the order.

121. One or more computer-readable media comprising computer executable instructions that, when executed, direct a portable patron unit to:

wirelessly link the portable patron device to a network provided by a stadium/resort;

display one or more menus enabling the patron to access information associated with the stadium/resort;

enable the patron to order an item and/or request a service from the one or more menus;

wirelessly transmit the order and/or request to a central unit for processing; and

wirelessly emit a signal to the network to enable the network to pinpoint where the portable patron unit is located so that a staff member of the stadium/resort is able to locate the portable patron unit when delivering an order and/or request.

122. A portable patron unit, comprising:

a display unit;

a user interface for display on the display unit, configured to enable a patron while in a stadium/arena to interactively order an item and/or request a service offered by the stadium/arena; and

a wireless communication unit, configured to wirelessly connect the portable patron unit to the network, the wireless communication port also configured to emit a signal to enable the network to pinpoint where in the

stadium/arena the portable patron unit is located and so that a staff member of the stadium/arena is able to deliver the item ordered and/or service requested directly to the patron based on the location of the portable patron unit,

wherein the portable patron unit is a dedicated device capable of being handheld and carried by the patron and/or a staff member, the portable patron unit provided to the patron upon entering the stadium/arena or after the patron enters a particular area of the stadium/arena.

123. The portable patron unit as recited in Claim 120, wherein the display device is touch-screen display device.

124. A method for a portable staff unit used in a stadium/arena, comprising:

displaying notification of when an order is ready for delivery and delivery to a patron;

displaying details of the order;

displaying details about the patron, including at least one of the following: name of the patron, seat/location of patron, preference information of the patron, special needs/requests of the patron, and/or information associated with the patron from prior visits to the stadium/arena; and

displaying a location of a portable patron unit used to place the order.



125. A method, comprising:

- providing portable patron units to patrons for use in an establishment, the portable patron units being wireless devices having interactive display screens;

- enabling patrons to wirelessly order items, request services, and/or browse information associated with the establishment via the portable patron units;

- providing portable staff units to staff members of the establishment, the portable staff units being wireless devices having interactive display screens;

- enabling staff members to view information about orders and/or requests made by the patrons via the portable staff units; and

- providing locations of the portable patron units to enable the staff members to deliver the items ordered and/or services requested directly to the patrons.

126. A system, comprising:

- a portable patron unit provided to a particular patron for use in an establishment, the portable patron unit configured to enable a patron to wirelessly order an item and/or request a service offered by the establishment;

- a central unit, configured to receive the order and/or the request from the portable patron unit and route the order and/or the request to an appropriate fulfillment center associated with the establishment to fulfill the order and/or request; and

- a portable staff unit provided to a particular staff member of the establishment, the portable staff unit configured to wirelessly receive information about the order and/or the request, and wirelessly receive

notification when the order and/or request is ready for delivery from the fulfillment center.

127. One or more computer-readable media comprising computer executable instructions that, when executed, direct a portable staff unit to:

- display notification of when an order is ready for delivery and delivery to a patron;

- display details of the order;

- display details about the patron, including at least one of the following: name of the patron, seat number of patron, preference information of the patron, special needs/requests of the patron, and/or information associated with the patron from prior visits to a particular establishment; and

- display a location of a portable patron unit used to place the order.

128. One or more computer-readable media comprising computer executable instructions that, when executed, direct a portable patron unit to:

- wirelessly link the portable patron device to a network provided by an establishment;

- display one or more menus enabling the patron to access information associated with the establishment;

- enable the patron to order an item and/or request a service from the one or more menus;

- wirelessly transmit the order and/or request to a central unit for processing; and

- wirelessly emit a signal to the network to enable the network to pinpoint where the portable patron unit is located so that a staff member of the

establishment is able to locate the portable patron unit when delivering an order and/or request.